INFORMATION SERVICES COORDINATOR

DEFINITION

Under general supervision, works independently and with team members to implement, configure, and maintain enterprises, specialized and general software applications. Responsible for the maintenance and troubleshooting of assigned systems, as well as the coordination of hardware and software issues with both internal and external support groups; and performs other duties as required.

DISTINGUISHING CHARACTERISTICS

The Information Systems Coordinator is assigned to and responsible for moderately complex to complex projects that require the application of journey-level knowledge and abilities. This position reports to an Information Services Manager.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Performs support, troubleshooting, repair and maintenance and upgrades of the City's mini-computers, micro-computers, networks, hardware/software problems and peripheral equipment; performs upgrades, updates, data conversions, customizations, interface and report writing; identifies, plans, manages and installs applications, upgrades, updates, patches and fixes while maintaining data and system integrity; acts as liaison with City staff, customers and vendors; prepares design specifications for development of new applications or changes in existing applications; utilizes in-depth business knowledge to work effectively with the user community and peers to gather requirements, identify opportunities for process improvements, and provide recommendations on changes, improvements, and enhancements; utilizes transaction SQL scripting to query systems for data analysis, troubleshooting and query/report development; reviews and assesses impact of proposed new or revised systems and prepares recommendations regarding their implementation; coordinates the use of systems, including servers, IP PBX, workstations, mini-computers, micro-computers and local area networks, ensuring that systems meet user's needs; assists in developing, implementing, maintaining and enforcing standard policies and procedures for operations and data control activities to improve systems operations and minimize risks; performs programming changes and enhancements; monitors systems activity and performance; prepares thorough and concise technical documentation; ensures the archival and safeguard of systems, programs, and data files as prescribed by law, local ordinance, and standard Department practice or procedure; installs and configures hardware, peripherals, software, cables, and wires; informs users of computer resource capabilities and requirements and system changes; maintains accurate records of all data control processing and systems events and network configurations; maintains the security and integrity of confidential and proprietary information being processed; maintains the security of computer rooms and other areas as assigned; provides emergency responses to system problems; monitors equipment capacity and evaluates the need for upgrades or changes; establishes, maintains, and regularly tests facilities for operational continuity; maintains a retention schedule log of all archived and stored data; produces reports for various departments according to established schedules and adhoc reports on an as-needed basis; utilizes project management techniques and tools to effectively manage system implementations and upgrades; promotes teambuilding; communicates effectively, both orally and in writing; routinely adheres to and maintains a positive attitude; maintains effective work relationships with supervisor, fellow City employees, customers, and outside agencies; operates City vehicles and equipment in a safe and efficient manner; and performs related duties and responsibilities, as required.

EMPLOYMENT STANDARDS

Training & Experience - Graduation from high school, or GED equivalent, 60 college semester units majoring in Computer Science or Computer Information Systems and two years of experience working directly with Intel-based micro-computers running Microsoft Windows Operating Systems, local area networks, business software applications, database systems and peripheral computer devices, including printers, plotters, laser printers, and scanners. Experience with PeopleSoft or other Enterprise Resource Planning (ERP) systems highly desirable.

Knowledge & Abilities - **Knowledge of:** Principles and practices of installation and operation of computer equipment, networks, software, file server operating systems, computer concepts and specifics relating to the use, maintenance and repair of Intel-based micro-computers and the identification, planning, management and installation of application upgrades, updates, patches and fixes; principles of general business practices and processes and experience with business data systems; project management practices and guidelines. Relational Database Management Systems (RDBMS), such as Microsoft SQL Server, transaction SQL scripting, and database design theory; Local Area Network design, implementation, and troubleshooting; Active Directory management; IP Telephony installation and maintenance; IP/PBX installation, such as Cisco's Call Manager and IP based voice mail systems.

Ability to: Analyze technical problems and determine appropriate action; manage projects, including timelines and budgets with minimal supervision; communicate effectively both in written and verbal form; effectively supervise and mentor junior staff members; effectively present instructions and information in writing and verbally to coworkers, the general public, and outside agencies; use patience, tact, diplomacy, and courtesy in dealing with the public and employees; routinely adhere to and maintain a positive attitude; establish and maintain effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public; apply safe work practices; and safely operate City vehicles and equipment.

Licenses & Certificates - Possession of a valid California Class "C" driver's license.

WORKING CONDITIONS

Work is performed in an office environment in close proximity with other workers and incumbent will be exposed to those conditions normally encountered in a business office environment. Physical demands require frequent standing, reaching, leaning, twisting, grasping, lifting and sitting for prolonged periods of time. Must carry moderately heavy boxes and/or utilize a hand truck or dolly. Incumbent must be able to drive safely to various City sites. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and be willing to work an irregular schedule, which may include weekends, holidays, evenings and/or varying shifts.

APPROVED: _____
DIRECTOR OF HUMAN RESOURCES
DATE REVISED: **July 18, 2007**
Formerly Information Services Specialist